

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION ROTATIONAL ASSIGNMENT PROGRAM OPPORTUNITY
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Occupational Category:

Managerial ☒ Technical ☒ Analytical ☐

Administrative ☐ Clerical/Support ☐ Other ☐

Level of Responsibility: GS14 Pay Band ☐ WG/WM ☐

Duration: ☐ 3 months ☒ 6 months ☐ Other ☐

Timeframe: 1st quarter ☐ 2nd quarter ☒ 3rd quarter ☒ 4th quarter ☐

Title of Assignment:

Strategic Planning and Program Assistant

Assignment Objective:

To provide direct technical support to the Chief, Climate Services Division, and to his deputy in developing programs and plans for implementation of climate services in the National Weather Service.

Description of Tasks:

The person filling this position must have a strong technical knowledge base of climate and meteorology and related services.

Activities include reviewing and developing presentations, reviewing and developing documents for distribution to the public and senior management, developing new strategies for service improvement, reviewing and developing budget initiatives, and other related activities.

Special Requirements and Selection Criteria:

This assignment requires knowledge of climate and meteorology; PowerPoint skills; communication skills.

NOAA Line/Staff Office: National Weather Service

Point of Contact: Fiona Horsfall, (301) 713-1970 ext 137, Fiona.Horsfall@noaa.gov

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ROTATIONAL ASSIGNMENT PROGRAM OPPORTUNITY**
Occupational Category:

Managerial____ Technical__X__ Analytical__X__
 Administrative____ Clerical/Support____ Other____

Level of Responsibility: GS-11/12/13 Pay Band ____ WG/WM ____

Duration: 3 months ____ 6 months __X__ Other____

Timeframe: 1st quarter__ 2nd quarter__ 3rd quarterX 4th quarterX

Title of Assignment: CRM (Customer Relationship Management) Analyst

Assignment Objective: The Office of Climate Water and Weather Services (OCWWS) is one of the first offices in the National Weather Service (NWS) to implement a new Customer Relationship Management (CRM) System. The employee will help refine CRM policies, process, suggest improvements to the system, provide statistical reports to OCWWS senior management, and help to establish performance measures. The employee's efforts may shape the way CRM is used throughout the NWS.

Description of Tasks:

- Review CRM processes and policies and suggest improvements
- Suggest improvements to the CRM's web based interface
- Quality control
- Help establish and track performance measures
- Provide performance reports to OCWWS senior management
- Participate in NWS CRM Team meetings

Special Requirements and Selection Criteria:

Only applicants in the local area will be considered.

- Experience with customer service
- Some knowledge of database management
- Experience designing user friendly web or software interfaces
- Experience with Microsoft PowerPoint, Excel, and Word
- Good writing skills

NOAA Line/Staff Office: NOAA's National Weather Service, Office of Climate, Water, and Weather Services

Point of Contact: Mike Gerber, 301-713-1706 x116, mike.gerber@noaa.gov